

1. Can you describe how many cases for each survey would typically be provided each month?

The monthly samples for each of the three surveys are specific to their own grouping. The number of Employers randomly selected from all those who received a service in the previous month for each of the 12 WDC areas is 23 (approximately 276 per month). This number may vary by two or three points up or down depending on the monthly activities appearing in the data source. In addition this number may vary between WDC since all the WARN notices from all areas are added into this sample every month.

Those that are selected as survey participants for WIA-Title 3 are also those who received a service in the previous month. The goal number for this group is 30 per WDC area (approximately 360 a month).

As to the WDC-1b Exiters the sampling selection is more complicated involving two episodes 90 days apart per month. This range varies based on the number of exits and the WDC's history of Exiters. The end of the quarter population is larger averaging around 700 per month samples while the other eight months average sample size is around 230 per month.

2. Does the state adhere to the 70% response rate mentioned in Exhibit F page 3?

Yes. That is the goal we anticipate the contractor will meet using the data that is provided and utilizing various resources on their own to locate those participants who have moved since the record was created in the ESD data source SKIES.

3. Paragraph O in Exhibit F page 8 says that a record can be closed after 6 attempts. Are those records considered part of the sampling frame for calculating of the 70% response rate?

No. What is considered a completion (CO) is what is going to be used in the numerator. CO as described in the RFP is those who completed providing answers to the three main satisfaction questions. In reference to the number of attempts our present contractor did not limit their attempts to six and have been able to make CO after 8, 10 or more attempts.

4. Can you describe the quality of the contact information? In particular, what portion of the sample has in the past been found to have bad numbers? Are those with bad contact information considered part of the sampling frame for response rate calculation?

This also varies by the population. Employer contacts are relatively good and reaching 70% or higher Response Rate (RR) is relatively easy. The Participants data especially LE and Youth and Adult Exiters from WIA-1b do contain some out-dated data and we utilize a follow-up processes through our contractor called UR (Un-Reachable) data. These individuals those WIA-1b participants who do not have a good contact information and the contractors attempt in locating them through internet, phone directories and other resource searches have not been successful. So these few records are sent back to the originating WDC through protected data communication for more up-to-date contact information. All samples are part of the sampling frame and they are counted in the denominator.

5. How responsive have job seekers been to completing the survey?

RR varies from month to month but WIA-1b results fluctuate around high sixties and low seventies. These results are lower for our Title-3 population.

6. How responsive have employers been to completing the survey?

We have been able to get and maintain seventies or higher RR for our Employer data.

7. Are translations of the survey already available in the languages specified in the RFP?

No, our contractor is required to use native speaking interviewer translating the questions to the participant's native language and recording the participant's response in English.

8. Who has been conducting this work for the Board up until now?

We have had two very good contractors in the past, ETI (New Jersey) and University of Connecticut, CSRA program.

9. Exhibit F page 2 states that the national average for phone surveys of this type is \$15/complete. What is the current rate/complete the state is paying for this work?

The present rate for every completion is \$18.91 with an additional dollar for the open-ended "Why" answers.

10. Will the accepted bidder be required to upload and support prior years' data on the website?

We anticipate maintaining at least three years of continuous data on the website for comparison and reference use.